

ELDERLY AND DISABLED TRANSIT ADVISORY COMMITTEE (EDTAC)

Committee Meeting Minutes

Via video-conferencing

119 Lower Beech St- Wilmington and 900 Public Safety Blvd- Dover

Wednesday, September 12, 2018

1:00 – 3:00 pm

The Elderly and Disabled Transit Advisory Committee (EDTAC) met Wednesday, September 12, 2018 at 1:00 pm via video conferencing.

In attendance:

EDTAC Members

Blake Roberts, Chair
Melissa Martin, Co- Chair
Ken Moore, CHEER
Diane Schilling
Debbie Dunlap

Guest:

Amanda Reinhart
Katrina Gosine

DTC Representatives

Lori Yeager, Paratransit Support Services Manager
Belinda Strickland, ADA Compliance Specialist
David Lewis, Eligibility Supervisor
Sheryl Crump, Customer Relations
William Lawless, Reservationist Supervisor
Margaret Webb, Paratransit Manager
Marcella Brainard, Chief Manager Mobility
Paul Kulesza, Fixed Route Director
Stephen Ottinger, Planner

Members Absent:

Kathleen McCool
Darlene Cole
Bruce Fisher

Call to Order

Blake Roberts, Chair started the meeting and the minutes from July 11, 2018 meeting were approved.

Round Table Introductions

Member Recruitment: Melissa Martin

Melissa stated that we are still looking to recruit new members. She is hoping the flyers and word of mouth will generate some interest from riders and individuals from the disability community. She asked the two guest who want to become members to introduce themselves to the committee and explain why they would like to become members.

Amanda Reinhart is with the Community Legal Aid Disability Law Program she was recommended by former EDTAC member Brian Eng to replace him.

Katrina Gosine is a consumer and DART rider. She feels she would be an asset to the committee from a consumer's experience traveling on paratransit. She indicated she felt it may help improve service on DART.

Committee Vote: The EDTAC committee voted to have Amanda Reinhart become a member. Katrina Gosine will send her letter of interest to me for review by the committee.

On Time Performance Paratransit: Margaret Webb

Consistently state wide: 84.5%

August 2018

Kent County 91%

New Castle County 84%

Sussex County 83%

Added contracted services on the Eastern side of Sussex County to help alleviate some of the trips. Hope to see some improvement. The goal is to reach at least 92% On Time Performance. DTC currently has contracted services with First Transit in New Castle. Now they have six new runs in Sussex County. Since the start on Monday, September 10, 2018 there have been 88 trips and Tuesday, September 11, 2018 90 trips. First Transit will be doing about 150 trips. They provide 7 Operators and DTC will provide the paratransit vehicles. There is a logo on the door that indicates the service is operated by First Transit. Ken asked if operators wear DART uniforms and Melissa wanted to know if they are trained by DTC. Margaret, indicated First Transit does their own training that is the same training DART operators receive and the uniforms are blue. Some of the areas that will be served by First Transit are: Lewis, Rehoboth, Dewey, Fenwick, Milton and agencies such as Gull House.

Fixed Route On Time Performance Average: Paul Kulesza

New Castle County July 72%

New Castle County August 71%

NC Contract Services 81% (Routes 43, 61 and 64)

KC 78%

Sussex County Contract Services 57%

SEPTA 78% Train

Resort 60% Summer

Adding more load time to help with on time performance. By improving fare media we hope to see improvement with on time performance.

Updates from DTC:

Eligibility: David Lewis

There have been some issues with medical professional not completing the question on Page 7 of 10 of the ADA Paratransit Application. Sometimes the question (Applicant has been a patient of mine since and date of applicant's last evaluation) is left blank or has dates that are several years old. Recommendation from the committee that additional statement be included to inform medical professionals that medical information should be current at least within the last six months or at least within that year of the paper work being completed. David and Belinda will work on the wording and submit for review by the committee by the next meeting in November.

Reservations: Lori Yeager

Lori introduced herself to the committee to inform them that she would be replacing Carmela Tate who is retiring. She also, introduced William Lawless the new Reservations Supervisor

Mobility: Marcella Brainard

It is a Federal requirement that the Coordinated Plan be updated by next year. U&D still has the survey Mobility in Motion Movement on line until September 30, 2018. There has not been a lot of response to date. The committee asked if there could also be a paper survey for individuals who may not have access to a computer or who are unable to attend the sessions. Individuals who are visually impaired may also need assistance completing the survey so it might be a good idea to have a number they could call. Marcella stated she would see if the survey deadline could be extended and look into having paper surveys available. The committee asked to have the link shared with them so they could forward to their contacts to complete. Belinda Strickland will forward the link to the committee.

Planning: Stephen Ottinger

Notice of Public Hearing Workshops for proposed changes to DART Fixed Route Bus Services to become effective Sunday, December 9, 2018.

Thursday, September 13, 2018 3pm-5pm Georgetown Public Library

Tuesday, September 18, 2018 11am-1pm Route 9 Library & Innovation Center NC

Tuesday, September 18, 2018 4pm-6pm Wilmington Public Library

Wednesday, September 19, 2018 3pm-5pm Dover Public Library

Purposed Service Changes:

New Castle County: Schedule times would be adjusted on most routes to improve on-time performance and connections.

Route 4: Weekday service would operate every 20 mins from 7am to 7pm; every 30 mins after 7pm. Merchant Square Shopping Center would be served onsite in both directions. Service to/from Barley Mill Plaza would be discontinued due to low ridership.

Route 5: Routing within Christina Mall would be revised to serve the Park & Ride first and end the Target bus stop. Weekday trips would operate every 20 mins throughout the day.

Route 7 and 28 would be combined as Route 28: Operating between Wilmington DMV and A.I. DuPont Children's Hospital, route would provide more direct access between US 13, south of the city, 4th St. St. Francis Hospital, Trolley Square and A.I. DuPont Children's Hospital. Service would operate every 30 mins during weekday peak hours, off-peak and Saturday service would operate every 90 mins. Amtrak Station, Hedgeville and Broom would no longer be served on this route; however, Route 48 would provide alternate service between Amtrak and downtown to Broom St between 18th St. and Concord Pike.

Route 13: An early morning Sunday trip would be added from Tri-State Mall to Wilton at 8:45am to address overcrowding.

Route 20: Unproductive peak hour trips would be reduced while mid-day service would be increased, alternating with Route 52 mid-day service.

Route 33: Routing from Downtown Wilmington to Newark would use Washington St to quickly access I-95 rather than Delaware Ave. At Christina Mall, only the Park & Ride would be served, discontinuing service to the Target stop, to provide a faster ride.

Route 34: Route would be discontinued due to low ridership. Routes 6, 16 and 33 provide service between Newark and Downtown Wilmington, Route 55 between Newark and Christina Mall.

Route 38: Route will be discontinued due to low ridership. Routes 11, 13 and 31 offer alternate service.

Route 40: Routing from Downtown Wilmington to Peoples Plaza would use Washington St. to quickly access I-95 rather than Delaware Ave. At Christiana Mall, only the Park & Ride would be served, discontinuing service to Target stop, to provide a faster ride.

Route 42: Route would be discontinued due to low ridership. Service between Peoples Plaza and Wilmington is provided by Route 40 (both local and express); Routes 46 and 302 serve DE 896 connecting to Routes 16 and 33 at the DE 896 & DE 4 Park & Ride to Wilmington.

Route 45: Discontinue duplicative mid-day service on the first trips from Wilmington as Route 301 provides service to Odessa Park & Ride. Boyds Corner Park & Ride would no longer be served mid-day.

Route 47: Route would use new US 301 limited-access highway instead of DE 896 to/from Middletown.

Route 48: Routing would be revised from Amtrak to serve only Rodney Square, JP Morgan, AstraZeneca and A. I. DuPont Hospital as a limited-stop service.

Route 52: Mid-day service would be added, alternating with Route 20 service.

Kent County

Route 107: Route would be revised to serve Luther Village after Tudor Plaza

Route 120: Minor time changes to improve on-time performance.

Route 210: Route would be extended to serve the Bayhealth Sussex Campus resulting in service operating every 75 mins instead of hourly.

Sussex County

Routes 212 and 215: Minor changes to improve on- time performance.

Intercounty

Route 301: Minor time changes to improve on-time performance.

Route 307: Route would be extended to serve the Bayhealth Sussex Campus. Based on ridership and customer request, the entire schedule would change. The first southbound trip from Dover would leave at 5:15am; last trip at 7:07pm; the first northbound trip would leave Lewes at 6:30am; last trip at 8:21pm.

Adjourned

Next meeting November 14, 2018